

Public Library

Mission

The mission of the Nashville Public Library is to provide information, programs, and reference assistance to individuals, families, and the larger community so they can enjoy the benefits of reading and life-long learning.

Public Library

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Strategic Goals

- Digital Divide - By June 30, 2015 (based on status quo; compared to previous FY), citizens of Nashville will have greater access to free computers as well as expanded opportunities for learning broad-based computer applications and electronic resources, as evidenced by:
 - percent increase in the number of computer-related classes
 - percent increase in the number of on-site computer sessions
- Efficiency - By June 30, 2015 (based on status quo; compared to previous FY), more Nashvillians will experience timely access to free information and materials, as evidenced by:
 - percent increase in circulation
 - percent increase in self-check terminal activity
- Information Explosion - By June 30, 2015 (based on status quo; compared to previous FY), citizens of Nashville will experience a significant improvement in the quality and relevance of the library's collections to meet their information needs, as evidenced by:
 - percent increase in circulation
 - percent increase in electronic resource uses
 - percent increase in on-site use of library materials
- Neighborhood Services & Programs - By June 30, 2015 (based on status quo; compared to previous FY), Nashville's neighborhoods will experience Nashville Public Library as a primary resource for responsive services and programs targeted to meet their specific educational and cultural needs, as evidenced by:
 - number of neighborhood programs for adults & seniors
 - number of neighborhood programs for teens
 - number of neighborhood programs in Spanish
 - percent of hours library meeting spaces are utilized
- Pre-School Literacy - By June 30, 2015 (based on status quo; compared to previous FY), NPL will design and implement developmentally appropriate programs and training to support individuals, families and community agencies in order to help increase the pre-school literacy rate and ensure that the children of Nashville enter kindergarten ready to learn, as evidenced by:
 - percent increase in attendance at developmentally appropriate programs
 - number of developmentally appropriate programs

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Administrative Line of Business

The Administrative Line of Business provides executive direction and administrative support services for the Nashville Public Library

Administrative Support Program

The purpose of the Administrative Support program is to provide finance, procurement and human resources support services for the library.

Result Measures

- Percentage of vendors paid within 45 days of invoice

Non-allocated Financial Transactions

Central adjustments related to internal service fees, pay adjustments, fringe benefits, non-programmatic changes and departmental “to be determined” budget reductions are reported here. These adjustments will be allocated to individual programs by the department in the upcoming fiscal year.

Operations and Maintenance Program

The purpose of the Operations and Maintenance program is to provide maintenance, custodial and landscaping services for the library system.

Result Measures

- Percentage of customer satisfaction with quality of custodial services

Output Measures

- Square footage of building space cleaned

Demand Measures

- Square footage of building space utilized

Public Relations Program

The purpose of the Public Relations program is to provide marketing internal/external communications, Media Relations and Public Relations services.

Result Measures

- Percentage of individuals who visit the library as a result of promotional materials

Research and Special Projects Program

The purpose of the Research and Special Projects program is to provide special projects support services include the T.O.T.A.L. Program, and other special projects, linking NPL to other organizations and partnerships in the city and county.

Result Measures

- Annual outreach attendance

Output Measures

- Number of outreach programs provided (based on Bring Books to Life!, Loving and Learning and Puppet Truck outreach programs)

Demand Measures

- Number of outreach programs anticipated (based on Bring Books to Life!, Loving and Learning and Puppet Truck outreach programs)

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Branch Library Line of Business

The purpose of the Branch Library Line of Business is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities in Davidson County.

Bellevue Library Program

The purpose of the Bellevue Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Bellevue Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Bordeaux Library Program

The purpose of the Bordeaux Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Bordeaux Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Donelson Library Program

The purpose of the Donelson Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Donelson Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Public Library

East Library Program

The purpose of the East Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the East Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Edgehill Library Program

The purpose of the Edgehill Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Edgehill Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Edmondson Pike Library Program

The purpose of the Edmondson Pike Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Edmondson Pike Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Goodlettsville Library Program

The purpose of the Goodlettsville Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Goodlettsville Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

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Green Hills Library Program

The purpose of the Green Hills Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Green Hills Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Hadley Park Library Program

The purpose of the Hadley Park Library program is to provide materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Hadley Park Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Hermitage Library Program

The purpose of the Hermitage Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Hermitage Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Inglewood Library Program

The purpose of the Inglewood Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Inglewood Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

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Looby Library Program

The purpose of the Looby Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Looby Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Madison Library Program

The purpose of the Madison Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Madison Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

North Library Program

The purpose of the North Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the North Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Old Hickory Library Program

The purpose of the Old Hickory Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Old Hickory Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

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Pruitt Library Program

The purpose of the Pruitt Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Pruitt Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Richland Park Library Program

The purpose of the Richland Park Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Richland Park Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Southeast Library Program

The purpose of the Southeast Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Southeast Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

Thompson Lane Library Program

The purpose of the Thompson Lane Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Thompson Lane Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

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Watkins Park Library Program

The purpose of the Watkins Park Library program is to provide library materials, public gathering, adult, teen, children's services and programs to the public at various communities.

Result Measures

- Patron visits at the Watkins Park Branch

Output Measures

- Number of adult, teen and children's programs provided at branch

Demand Measures

- Number of adult, teen and children's programs anticipated at branch

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Community Outreach Line of Business

The purpose of the Outreach Line of Business is to provide outreach services and programs to adults, teens and children in Davidson County.

College Connection Program

The Purpose of the College Connection Program is to mentor high school students seeking to enter college.

Result Measures

- No performance measure currently established

Nashville After-Zones Alliance Program

The purpose of the Nashville AfterZone Alliance Program is to support a coordinated network of high-quality afterschool programs for high-need middle-school students, which increases access for students and efficiencies for Metro and for the afterschool providers.

Result Measures

- Improved rate of middle-school success for NAZA program participants, as measured by high levels of engagement, school attendance, school behavior, literacy, and/or coursework

Output Measures

- Percentage of allotted slots in each afterzone that are filled with high-need middle-school students who participate at least 70% of the time

Demand Measures

- Allotted slots in each afterzone

Pathway for New Americans Program

The purpose of the Pathway for New Americans is to provide a hub of information and resources to the immigrant community on the path to citizenship.

Result Measures

- Percentage increase in library co-sponsored ESL classes

Output Measures

- Number of ESL classes provided

Demand Measures

- Number of ESL classes anticipated

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Emerging Technologies Line of Business

The purpose of the Emerging Technologies Line of Business is to provide Provides technology support services and leading edge technology planning for library services.

Interlibrary Loan Program

The purpose of the Interlibrary Loan program is to provide material loaning services for special or unique library materials.

Result Measures

- Percentage of ILL loans filled

Output Measures

- Number of ILL loan requests

Demand Measures

- Number of ILL loan requests anticipated

Limitless Libraries Program

The purpose of the Limitless Libraries program is to provide school based circulation and student programming services through Limitless Libraries and the main library to MNPS teachers and students.

Result Measures

- Patron usage of Limitless Libraries

Output Measures

- Number of adult, teen and children's materials provided by Limitless Libraries

Demand Measures

- Number of adult, teen and children's materials anticipated to be provided by Limitless Libraries

Technical Service Program

The purpose of the Technical Services program is to provide materials selection, acquisition, cataloging and collection development planning for library services.

Result Measures

- Per capita check out of library materials

Output Measures

- Library materials added during the fiscal year

Demand Measures

- Library materials anticipated to be added during the fiscal year

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Web and ILS Program

The purpose of the Web, Computer Literacy and ILS program is to provide technology services to support the library's public website, computer literacy and the library's integrated library automation system.

Result Measures

- Percentage of customers attending library instructional classes who believe classes meet intended goals

Output Measures

- Number of computer instructional classes provided

Demand Measures

- Number of computer instructional classes anticipated

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Main Library Line of Business

The purpose of the Main Library Line of Business is to provide public services at the Main Library.

Children's Services Program

The purpose of the Children's Services program is to provide children's circulation and children's programming services for the public at the Main Library.

Result Measures

- Percentage of individuals attending story time presentations

Output Measures

- Number of story time programs provided

Demand Measures

- Number of story time programs anticipated

Circulation Program

The purpose of the Circulations program is to provide popular materials, patron account, fiction and non-fiction support services for the public at the Main Library.

Result Measures

- Per capita check-out of library materials

Output Measures

- Number of circulating materials check-outs provided

Demand Measures

- Number of circulating materials check-outs anticipated

Conference Center Program

The purpose of the Conference Center program is to provide conference and meeting room support services for the public at the Main Library.

Result Measures

- Percentage of individuals attending meetings at the Main Library

Output Measures

- Number of non-library meetings accommodated

Demand Measures

- Number of non-library meetings anticipated

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Equal Access Program

The purpose of the Equal Access program is to provide library support services for the public with visual and hearing disabilities.

Result Measures

- Percentage of people involved with or experiencing hearing disabilities who receive access to Deaf and Hard of Hearing materials, services and programs

Output Measures

- Number of Deaf and Hard of Hearing materials provided

Demand Measures

- Number of Deaf and Hard of Hearing materials anticipated

Reference Services Program

The purpose of the Reference Services program is to provide reference, reader's advisory and public computer support services for the public at the Main Library.

Result Measures

- Percentage of individuals asking reference questions that receive the answers they seek

Output Measures

- Number of reference questions answered

Demand Measures

- Number of references questions anticipated

Special Collections Program

The purpose of the Special Collections program is to provide special collections support services for the public at the Main Library.

Result Measures

- Percentage of Special Collection patrons who are satisfied with the quality of service from staff

Output Measures

- Number of Special Collection materials provided

Demand Measures

- Number of Special Collection materials anticipated to be provided

Public Library

Metro Archives Line of Business

The purpose of the Metro Archives Line of Business is to provide archival preservation, storage and public display services for the permanent Metro Government records.

Metro Archives Program

The purpose of the Metro Archives program is to provide archival preservation, storage and public display services for the permanent Metro Government records.

Result Measures

- Patron visits to Metro Archives

Output Measures

- Number of reference questions answered

Demand Measures

- Number of reference questions anticipated